**PATENTS** 

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

in re Appli	cation of:	)	
McIlwaine	, et al.	)	
Serial No.:	10/602,804	)	Art Unit: 3713
Filed:	June 24, 2003	)	
For:	Method and System for Scheduled Delivery of Training to Call Center	) ) )	

## INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents P. O. Box 1450 Alexandria, VA 22313-1450

**Agents** 

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,

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K&S Docket: 07117.105014

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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on March 10, 2004.

Robert T. Neufeld, Reg. No. 48,394

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			U.S. PAT	ENT DOCUME	NTS						
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

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EXAMINER DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.